



THE UNIVERSITY OF
SYDNEY

Executive Assistant's Course

*Centre for
Continuing Education*



Executive Assistant's Course



In the ever-evolving world of business, the role of Executive and Personal Assistants has become increasingly complex and demanding. To thrive in this environment, it is imperative to be not only an outstanding communicator but also an effective task manager. This course is crafted to equip you with the essential skills to navigate these challenges successfully.

In this foundation course, you'll learn and practise the essentials of how to communicate effectively, how to manage yourself and others, and how to continuously upgrade your skills and manage your career.

If you have more than five years of experience as an Executive or Personal Assistant, we recommend attending the [Experienced Executive Assistant's Course](#). This advanced program is tailored to address the unique challenges and opportunities that arise with extensive experience in the field. You can also enrol in it after completing this foundational course, ensuring a seamless progression in your professional development.

Prerequisites

Suitable for current Executive Assistants and Personal Assistants. If you have more than five years of experience as a PA or EA, we recommend you attend the [Experienced Executive Assistant's Course](#).



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)

Intended audience

Suitable for current Executive Assistants and Personal Assistants seeking to unlock their potential to thrive as a highly effective assistant, through teachings, group discussion, interactive exercises and self-awareness.



Upon completion

Every participant receives a University of Sydney statement of completion.



Outcomes

By the end of this course, you should be able to:

- reflect on your role and appreciate the steps for self-development
- understand the communication process and how to enhance it
- effectively plan your day, set goals and prioritise tasks
- discuss ways to support your manager
- read the messages in voice and body language
- build rapport and trust with everyone you meet
- use your listening skills in a variety of work-based situations
- implement the key steps to written structure
- meet deadlines
- say 'no' to interruptions and other's priorities
- master delegation techniques both upward and downward
- effectively defuse stress
- assess your values and skills
- set actionable career goals and steps for professional development.

What you need to do before the course

Prior to attending, you should:

- generate an example of your daily to-do list
- create a general list of all core responsibilities and tasks performed for the people/ projects supported
- think of one example of a 'time constraint'
- create a list of any AI tools, software or apps you use for productivity (if applicable)
- prepare one case study or example that involves dealing with a difficult person in a professional setting.

Please bring your laptop to class to access the course learning materials.



Content

Module 1: The role of the modern executive assistant

- Explore the evolving role of an Executive Assistant (EA)/Personal Assistant (PA) in modern businesses
- Identify responsibilities, expectations and essential skills for success
- Assess your skills and areas of growth
- Emphasise the importance of confidentiality and professionalism
- Explore digital tools and software for enhanced productivity

Module 2: Communication and building trust

- Review verbal and non-verbal cues, and the art of 'active listening'
- Learn the framework for assertive communication for both verbal and written situations
- Build and maintain trust and rapport in professional relationships with managers, colleagues and external contacts
- Address cross-cultural communication, diversity and inclusion in the workplace for understanding and respecting different perspectives
- Strategies for managing communication breakdowns

Module 3: Strategic time mastery

- Effectively plan your day and week, including setting goals, priorities and competing deadlines
- Establish your own morning and afternoon routines for increased productivity
- Manage the manager's schedule, adapting your support for different managers and projects
- Learn the art of delegation, task follow-up and close-out
- Adapt plans based on changing circumstances

Module 4: Professional and personal development

- Embrace self-care practices and maintain a healthy work-life balance
- Develop techniques to manage stress and conflict
- Explore avenues for professional development and networking
- Future proof your career by setting career goals and action steps



“I thoroughly enjoyed the course and how the course was presented, the facilitator was factual and very engaging, I've learned a lot from my day and will look into further courses at CCE.”

Rebecca Murray



“I thought it was a great course, very well facilitated. It was very helpful with learning new techniques to use on how to better be productive with my time. Would recommend this course to other EAs.”

Annaka Faulkner



Delivery style

This course is an interactive workshop which includes lectures, group exercises and discussion.

Materials

Course materials are shared electronically.



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF
SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

Centre for Continuing Education
+61 2 7255 1577

cce.sydney.edu.au

Follow us

 @ccesydney

 @centreforcontinuingeducation

 ccesydney